

FS Error Reduction Workgroup Meeting Minutes

June 24, 2002

Members Present

Jackie Bennett, Kay Liesse (for Maxine Ellis), Lisa Hanson, Mike McKenzie, Edie Sprehn, Jenny Thompson, Staci Wanty, Marcia Williamson, Chris Elms, and Sara Pynenberg

Review of May Minutes

Minutes were reviewed and accepted.

Error Rate Data

Lisa shared the error rate data for Oct. 01 – Feb. 02. The error rate through Feb. is 12.4% statewide. March data has not been completed yet, however the preliminary data shows that March is not looking good and it is expected that the error rate for March will be above 13%. The errors have not been analyzed yet, so the reasons for the errors are not known.

Committee Membership

Since the Food Stamp Program Administration will be moving to DHFS effective July 1st, Christina Martin will no longer be representing the Regional Offices on this committee. Thanks Christina for all your valuable input to this committee. We'll miss you. Essie Herron from the Milwaukee Regional Office will be invited to replace Christina. Thanks also to Mary Beth Welch who represented the CARES Unit on the committee. Tom Sandholm will be invited to replace Mary Beth.

Any current FS projects that involve the Regional Office staff (for example QAP reviews) will continue through completion. This will provide more consistent service to local agencies and aid the transition for FS from DWD to DHFS.

Local Agency Reinvestment Grants

Lisa provided an update. All the local agencies that submitted reinvestment plans have been notified of the status of their request. The 14 agencies that met the criteria and were awarded a grant have had their IM Contracts amended to include the grants. Notice of the awards will also be published in the forthcoming Food Stamp Newsletter so that all agencies will be made aware of the grants and the criteria that was used in the decision to make the awards.

Alerts

The IMAC workload symposium identified 4 major issues regarding alerts ([see attachment](#)). The committee discussed all 4 issues as they relate to training, systems, and policy/procedure manuals. For each issue we asked “can we do anything”? If yes, “what can we do”? Three types of alerts were also identified – DX alerts, non-DX alerts that go away when action is taken (e.g. “run SFED” or “confirm AGECE”), and non-DX alerts that don’t go away when action is taken (e.g. “child turns 18” or “child turns 6”). Suggestions that came from the discussion:

Training – needed to explain the actual process that must occur to eliminate certain alerts. Minnesota has a special keyboard with “hot keys” that can be programmed to meet specific needs.

System – develop an alert “help” screen, perhaps by entering a # for the alert, that will give workers instructions on what generated the alert, and what action must be taken to resolve the alert. Improved (expanded?) language to clarify the meaning of the alert. Eliminate unnecessary alerts. **Action Item – ask Deloitte Consulting how many characters are possible for an alert? Also, can the “run SFED” alert be eliminated if only a query has been done on a case? (Mike M.)**

Policy/Procedure Manuals – a DX workgroup has been formed and will have an initial meeting on 6/26. Part of their charge will be to maximize the usefulness of DX. Some of the DX alert issues may be addressed by their project. A draft of the CARES Guide instructions on how to process alerts may be available from Nancy Meier.

Next steps – IMAC will be asked to decide which of their new subgroups will be assigned to address these issues.

This group will be divided into teams to identify the following specific alert information related to FS error reduction so service requests (PCRs) can be made for the necessary CARES changes:

- 1) Which alerts can be eliminated since they do not provide useful information and do not require action?
- 2) How should specific alerts be re-worded?
- 3) Which alerts are most error-prone for FS?

These questions will also be sent to the FS Policy Advisory E-Committee for their feedback.

Jackie Bennett will be revising the Alerts issue paper initially presented to IMAC. This committee has been invited to attend the next IMAC meeting on July 18 ([see attachment](#)). The issue paper will focus on what would reduce the error rate, what we can do, and recommendations on which IMAC subgroup may be most able to address the identified issues.

Update of Workgroup Activity Summary

Mike provided a workgroup activity summary that will be updated with current information for IMAC (see attachment). Several additions to the document can also be added:

Training – 9-5...not!; From KIDS to CARES to Case Comments; and Interviewing Skills
Policy – FSET/AIWS Ops Memo 01-23; FS Newsletter
Corrective Action – 1-800# (dropped due to expense)
CARES – AE find function (similar to WPFN)

Client Education

The results of the QC Survey were reviewed (see attachment). The clients surveyed indicated that the majority had not received the Change Reporting Folders. Those that did receive them found it to be useful. **Action Item – write a DXBM (QC tip?) to remind workers to give out the folders (Marcia W.)** We will also look at publishing the entire survey results in the next FS Newsletter. The survey will be repeated in a year.

The Supervisor Forums conducted last year received excellent evaluations. Due to a current lack of available resources, they will not be held again this fall, but may be scheduled in Spring 2003. The training, QC, and PAC units have all indicated that they are ready and willing to participate and present at future supervisor forums. The forums give supervisors the chance to talk to each other about the special issues they all face and share ideas on how to handle those situations. It was noted that putting Milwaukee supervisors in contact with supervisors from other agencies was very helpful.

Committee attendance at the July 18 IMAC meeting is optional. Our next working committee meeting will be on July 22. There will not be a meeting in August due to the Big Ten Conference Aug 21-23.